

INSTRUCTOR'S SATISFACTION TOWARD EDUCATIONAL QUALITY ASSURANCE IN THE CENTRAL REGION COLLEGES UNDER THE MINISTRY OF PUBLIC HEALTH

SINEENUT SENIVONG NA AYUDHAYA 4037453 SHPE/M

M.Ed.(POPULATION EDUCATION)

THESIS ADVISOR : SUPAVAN PHLAINOI, Ed.D.(CURRICULUM DEVELOPMENT & RESEARCH), PIMPUN SILPASUWAN, Ed.D. (POPULATION EDUCATION)

ABSTRACT

The purpose of this survey research is to study the levels of internal quality assurance satisfaction of instructors and factors which influence the internal quality assurance satisfaction of instructors in the central region colleges under the Ministry of Public Health. The samples were 300 instructors who had been working in the central region colleges and were chosen by random sampling. Data were collected by questionnaires constructed from the literature review. The frequencies, percentage, arithmetic mean, standard deviation, Pearson's Product Moment Correlation Coefficient and Stepwise Multiple Regression Analysis were employed in this study.

Results revealed that the instructors had a moderate level on the overall of internal quality assurance satisfaction, and under separate dimensions reported a high level of preparation, reporting dimension, and a moderate level of procedure dimension of internal quality assurance satisfaction. The positively significant factors which influence the internal quality assurance satisfaction of instructors were supervision, benefits, interpersonal relations, and physical environment. The negatively significant factor was skill variety. Five variables could explain or predict the value of internal quality assurance satisfaction of instructors by approximately 67.40 percent.

These findings suggest that administrators/quality assurance committee should promote and support the implementation of internal quality assurance in colleges, including arrangement of activities to encourage the instructors carry on internal quality assurance, planned for quality control and should also develop skill specialties of instructors, such as human relations, leadership, and teamwork.

KEY WORDS : SATISFACTION / QUALITY ASSURANCE / THE MINISTRY OF PUBLIC HEALTH

158 P. ISBN 974-04-2759-6